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Site Visit Report	Project: Citizen Service Center
Location: Sheberghan City, Jawzjan Province	Coordinates: Latitude: N36°39'49.638000 Longitude: 65° 45'3.467999"E
Inspection Date: 31/10/2013	Weather: Partly Cloudy, Temp @ 18°C, No Precipitation
Inspectors: 	Status: Incomplete

PRESENTED TO

**United States Agency for International Development (USAID)
Office of Economic Growth and Infrastructure (OEGI)**

RampUP North

Great Massoud Road
Kabul, Afghanistan

PRESENTED BY

**Tetra Tech, Inc.
Afghanistan Engineering Support Program
Contract No. EDH-I-00-08-00027-00
Task Order No. 1**

Work Order WO-LT-0009 AMD #5

Shash Darak
Kabul, Afghanistan

Date: **5/17/2014**

Title: **Deputy Chief of Party**

EXECUTIVE SUMMARY

The goal of this project is to improve Sheberghan Municipality's service delivery, enhance customer service, reduce waiting times, improve responsiveness to service requests and various types of petitions and complaints, increase transparency and reduce opportunities for corruption, and provide more effective community education and outreach of the municipality.

The Citizen Service Center project is located in Sheberghan City inside the Sheberghan Municipality which is funded by USAID/RUMP-UP North.

On October 31, 2013, two civil engineers from Tetra Tech's (Tt), Afghanistan Engineering Support Program (AESP) traveled to Sheberghan to inspect and evaluate the visible completed works.

Tt has determined that the construction work for the Sheberghan Citizen Service Center is incomplete. The contractor's remaining work consists of the provision and installation of the prefabricated connex, furniture, and electrical fixtures for the citizen service center building.

DISCLAIMER

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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This report was prepared for the United States Agency for International Development, Contract No. EDH-I-00-08-00027-00, Task Order 01, Afghanistan Engineering Support Program.

1.0 INTRODUCTION

The Citizen Service Center Construction project is located in Sheberghan City inside the Sheberghan Municipality. This project is funded by USAID/ RAMP UP North. The Citizen Service Center building project includes construction of foundation for prefabricated connex building and provision and installation of the prefabricated connex building with all required accessories.

2.0 SITE VISIT

On October 31, 2013 two civil engineers from Tetra Tech (Tt), Afghanistan Engineering Support Program (AESP) traveled to Sheberghan City to inspect and evaluate the visible completed works. Tt engineers were accompanied by DAI site engineer during site evaluation.

Based on the recently provided project documentation that includes drawings in Appendix A, project proposal in Appendix B, and bill of quantity in Appendix C, the construction work for the project is in progress but incomplete. The findings of the site observation are documented in this report, including photos provided in the figures section on pages 3 to 4.

3.0 SITE VISIT DETAILS:

The following was observed during the site evaluation:

1. The construction work for the foundation of the Citizen Service Center is complete per the drawings. (See Figures 1, 2 and 3)
2. The plastering work for foundations is complete per the specifications. (See Figure 1)
3. The brick masonry work for the stairs located on east and west sides of the foundation is complete and the plastering work of the stairs is in progress per the specifications. (See Figures 2 and 3)
4. Supply and installation of the connex has not been started yet.
 - a. **Remaining work:** The contractor is required to supply and install the prefabricated connex.
 - b. **Remaining work:** The contractor is required to supply and place the required furniture for the Citizen Service Center building.
 - c. **Remaining work:** The contractor is required to provide and install all the required electrical fixtures for the Citizen Service Center building.

Based on the above summary, Tt has determined that the construction work for the Sheberghan Citizen Service Center is in progress but incomplete. The contractor's remaining work consists of the provision and installation of the prefabricated connex, furniture, and the electrical fixtures for the Citizen Service Center building.

FIGURES

Figure 1. View of the constructed foundation for the CSC building

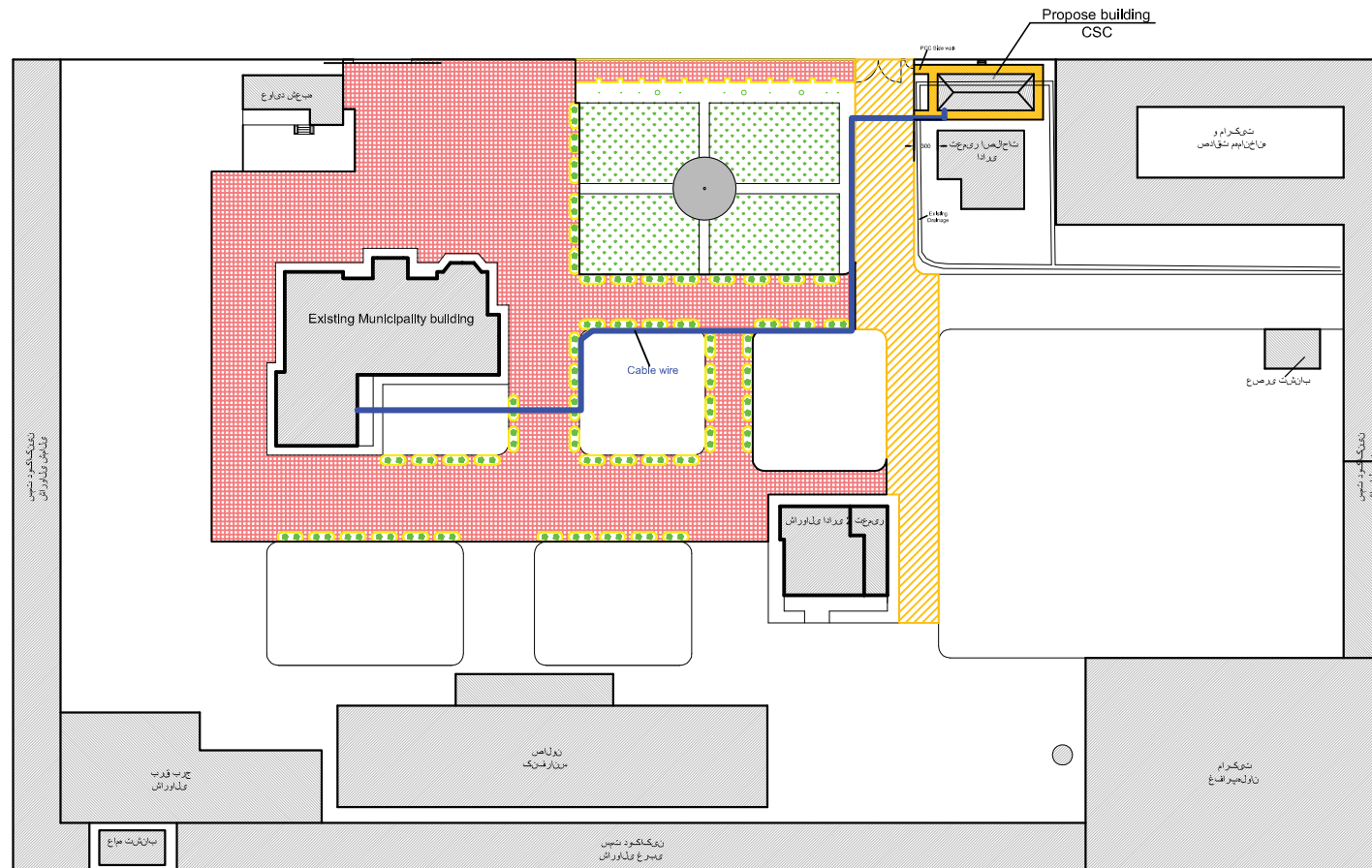


Figure 2. View of the east side stairs

FIGURES (CONTINUED)

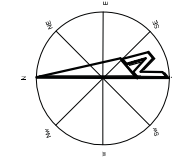
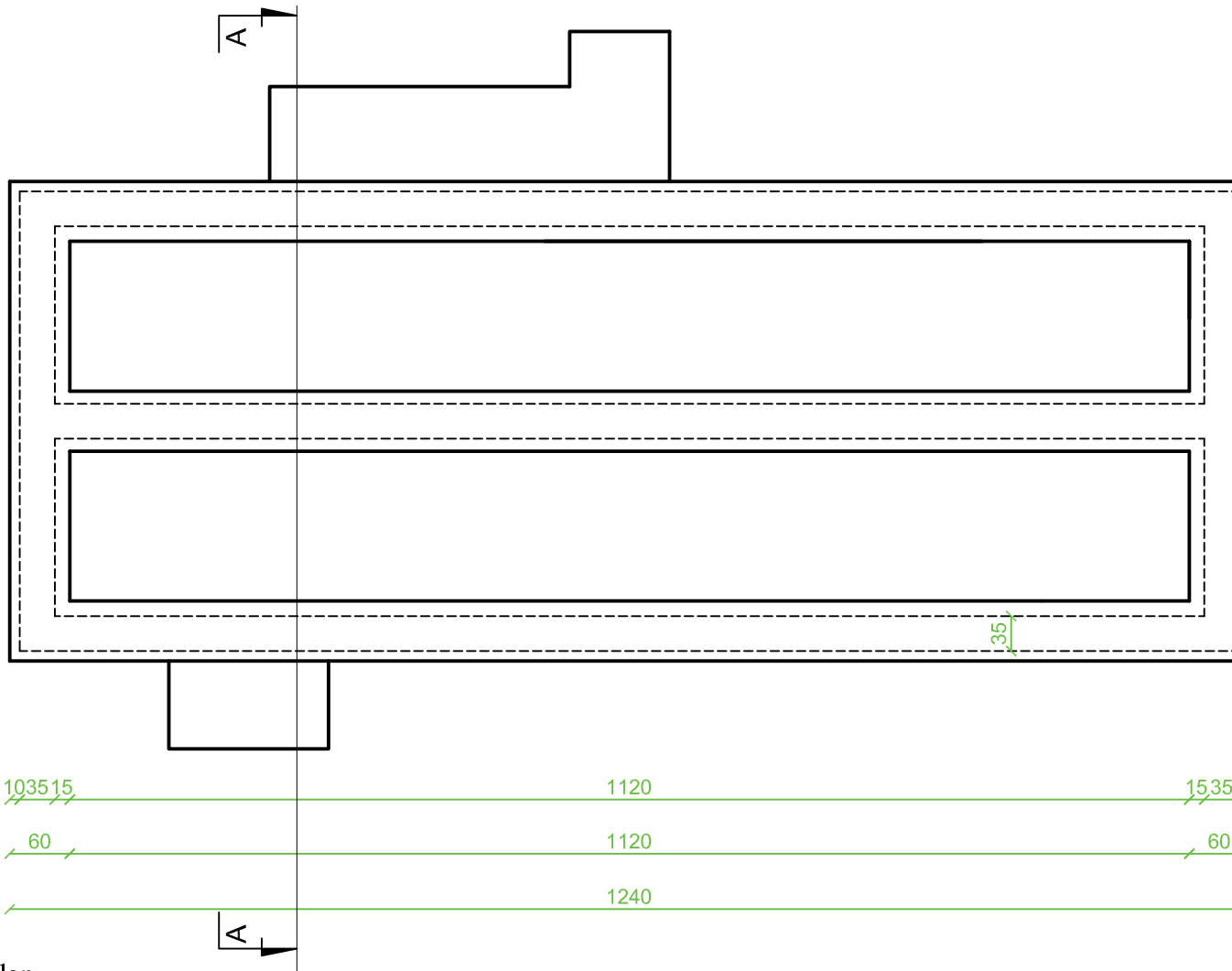
Figure 3.View of west side stairs

APPENDIX A – DRAWINGS



Drawing Title: General Plan for CSC		Name	Position/Organization	Project Name: Sheberghan Citizen Service Center Sep 2013
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 1/11	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	

510
390
60

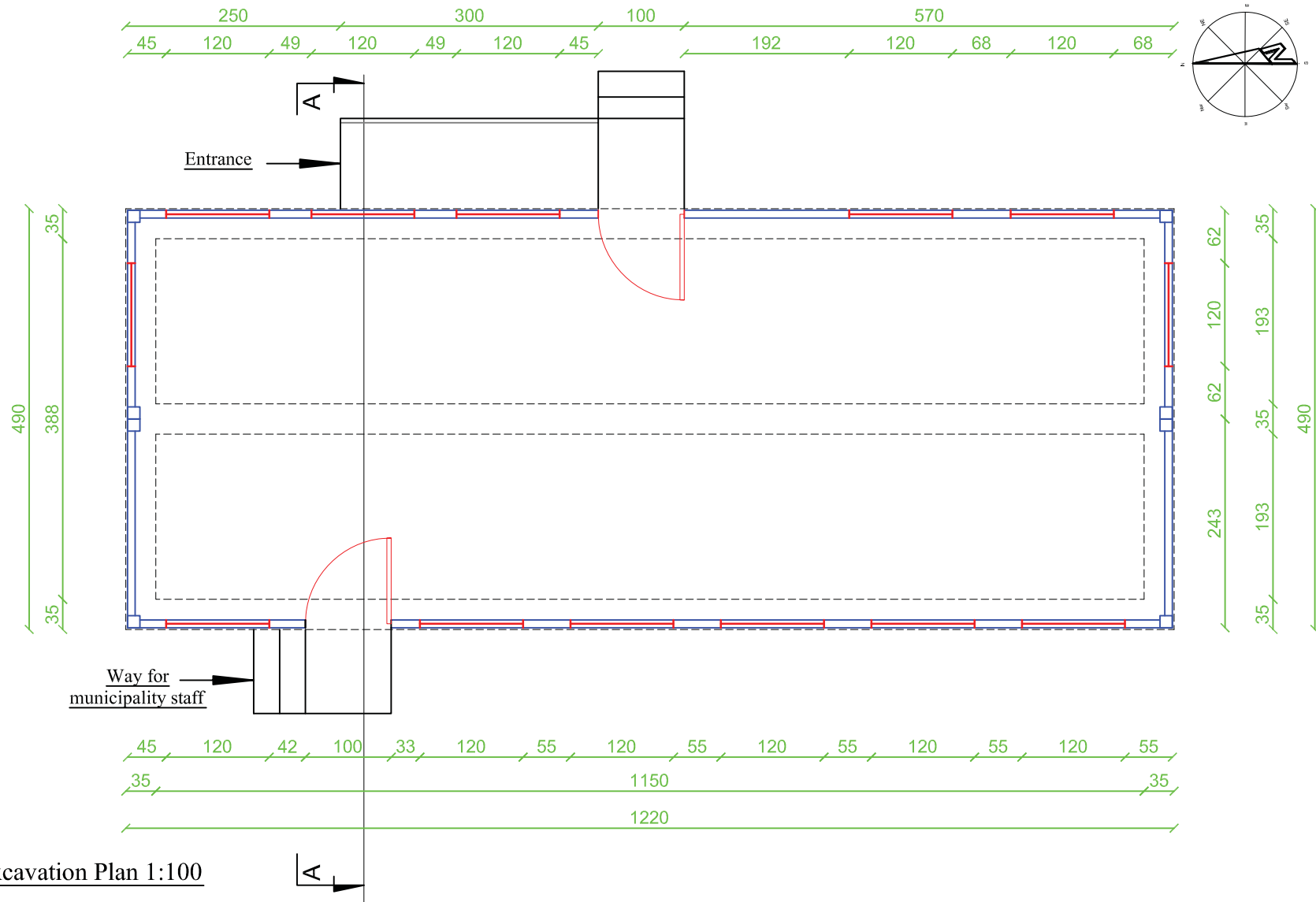


103515 137 133513 137 153510
60 165 60 60
490

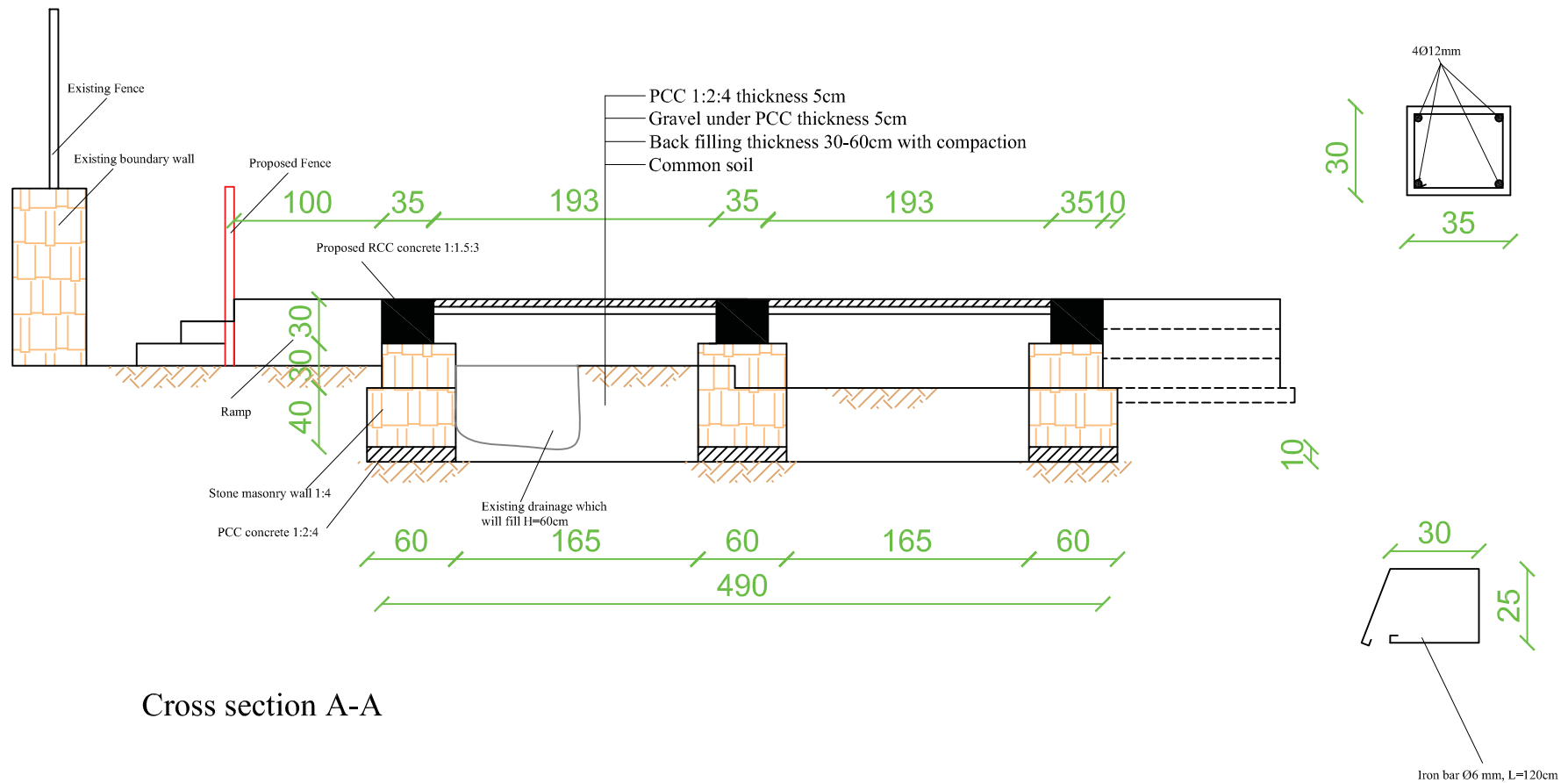
103515 1120 153510
60 1120 60
1240

Excavation Plan

Drawing Title: Foundation Plan for CSC	Name		Position/Organization	Project Name: Sheberghan Citizen Service Center Sep 2013
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 2/11	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	

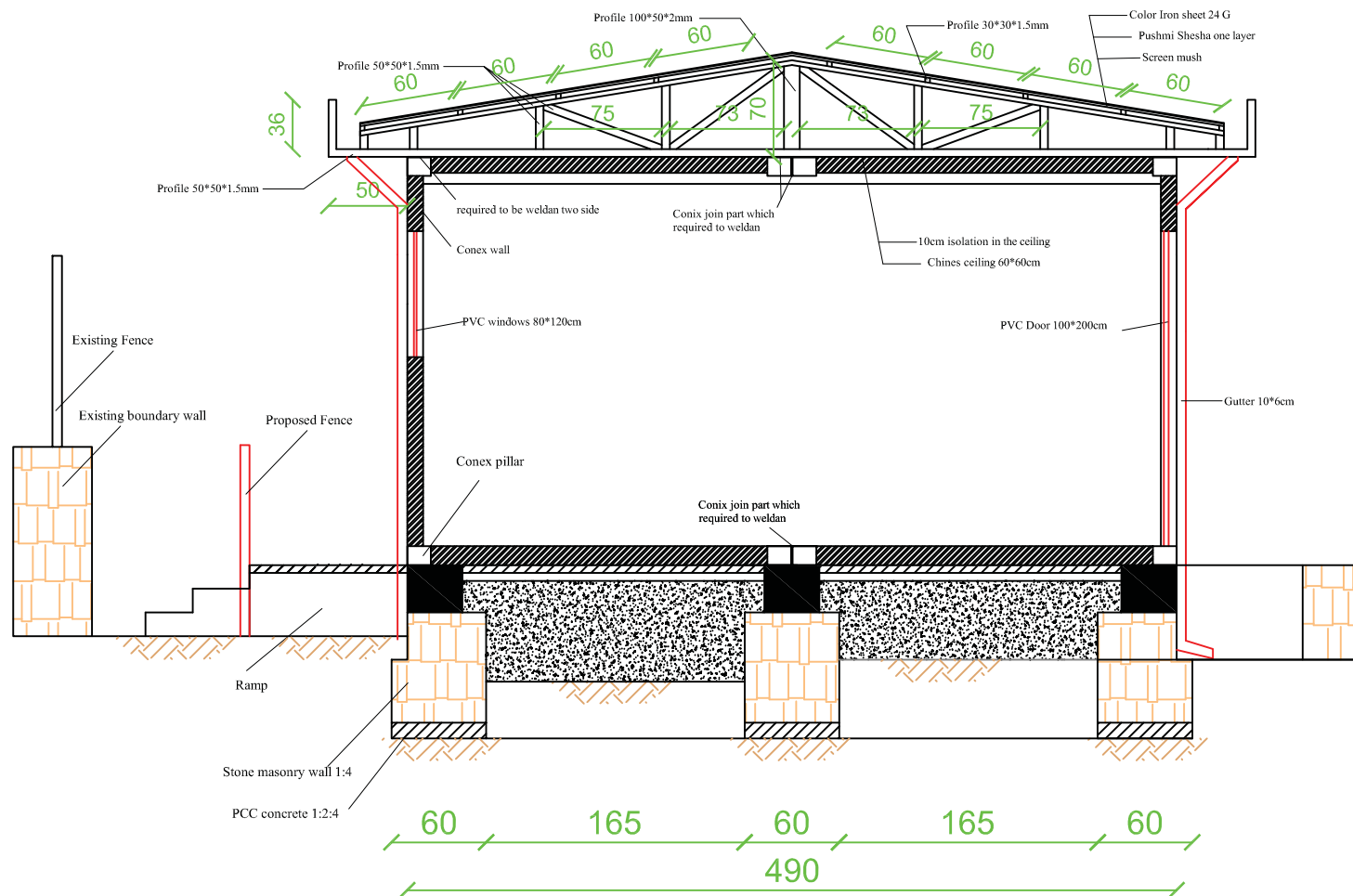


Drawing Title: Foundation Plan for CSC	Name		Position/Organization	Project Name: Sheberghan Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
Drawing Number: 3/11	Estimated by:		Engineering Advisor RAMP UP N	
	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	Sep 2013
	Approved by:		Projects Manager RAMP-UP N	



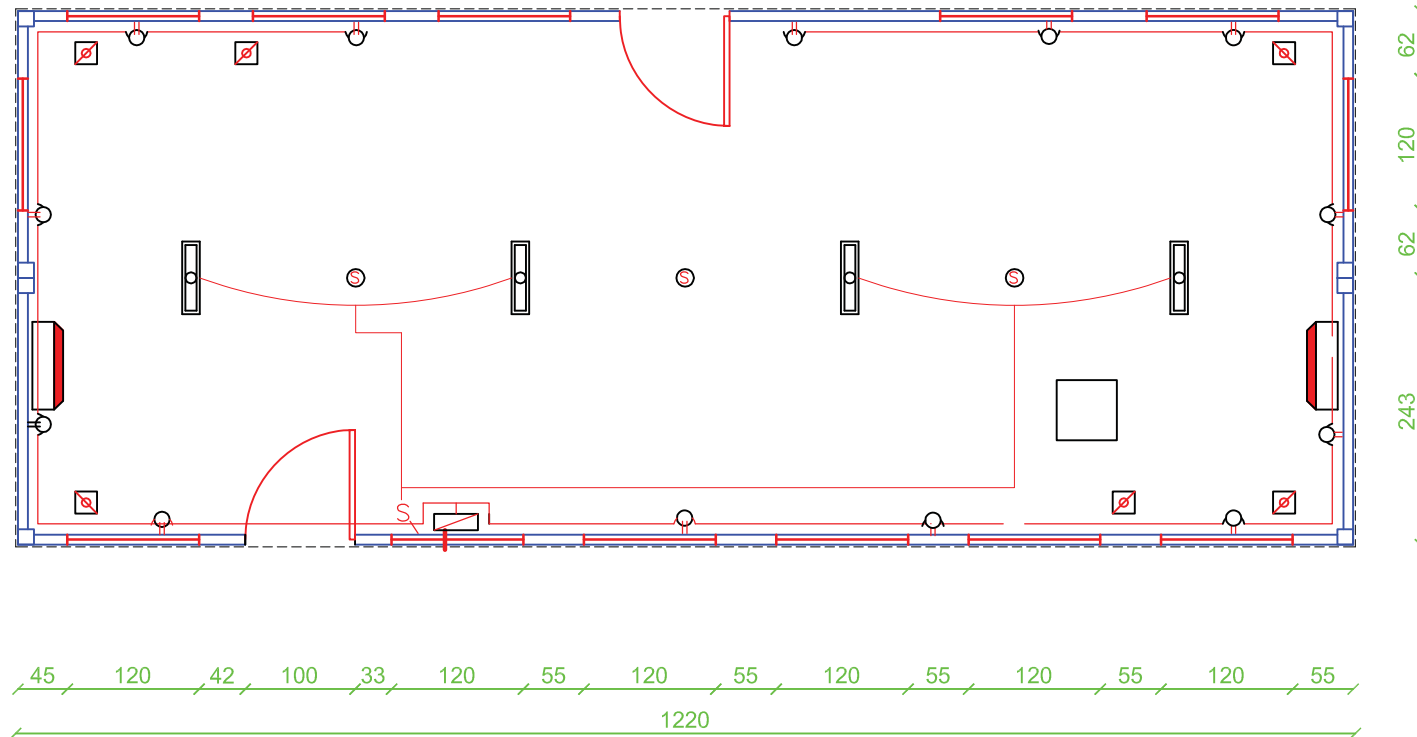
Cross section A-A

Drawing Title: Foundation section		Name	Position/Organization	Project Name: Sehberghan Citizen Service Center Sep 2013
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 4/11	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	



Cross section A-A

Drawing Title: Cross section A-A	Name		Position/Organization	Project Name: Sheberghan Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
Drawing Number: 5/11	Estimated by:		Engineering Advisor RAMP UP N	
	Conceptual Approved by:		Mayor of Shebergahn	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013



ELECTRICAL PLAN

Drawing Title:Electrical plan for CSC		Name	Position/Organization	Project Name:Sheberghan Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
Drawing Number: 6/11	Estimated by:		Engineering Advisor RAMP UP N	
	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	Sep 2013



Drawing Title: 3D Design of CSC		Name	Position/Organization	Project Name: Sheberghan Citizen Service Center
	Designed by:		Associate Engineer RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 7/11	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP—UP N	
	Approved by:		Projects Manager RAMP—UP N	
				Sep 2013



Drawing Title: 3D Design of CSC

Drawing Number: 8/11

Name

Position/Organization

Designed by:

Associate Engineer RAMP UP N

Estimated by:

Engineering Advisor RAMP UP N

Conceptual Approved by:

Mayor of Sheberghan

Technical Checked by:

Engineering Director RAMP-UP N

Approved by:

Projects Manager RAMP-UP N

Project Name: Sheberghan
Citizen Service Center

Sep 2013



Drawing Title: 3D Design of CSC		Name	Position/Organization	Project Name: Sheberghan Citizen Service Center
	Designed by:		Associate Engineer RAMP UP N	
Drawing Number: 9/11	Estimated by:		Engineering Advisor RAMP UP N	
	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	Sep 2013



Drawing Title: 3D Design of CSC		Name	Position/Organization	Project Name: Sheberghan Citizen Service Center
	Designed by:		Associate Engineer RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 10/11	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013



Drawing Title: 3D Design of CSC		Name	Position/Organization	Project Name: Sheberghan Citizen Service Center
	Designed by:		Associate Engineer RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 11/11	Conceptual Approved by:		Mayor of Sheberghan	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013

APPENDIX B – PROJECT PROPOSAL

Regional Afghan Municipalities Program for Urban Populations

(RAMP UP-North)

Regional Command North

Project Concept

Province: Jawzjan

Municipality: Sheberghan

Project Number: RUN-P-CSC-SHB-001

Project Name: Citizen Service Center (CSC)

Project Duration: 2 months

Estimated Project Cost: \$ [REDACTED]

Date: May 21, 2013

MGRS Coordinate of Project Area: 41SQA4587461070

GPS Coordinates:

Latitude: N: 36.66.35

Longitude: E: 65.75.10

I. Problem statement

Sheberghan Municipality has a population of 74,800 (37,900 men and 36,900 women). Currently, multiple reviews and approvals are required for many of the applications, petitions, licenses, and permits commonly issued by the municipality. Existing municipal facilities are not citizen friendly: they are difficult to access; there are no waiting areas or public toilets available; and the municipal officials involved in processing, approving and issuing applications, petitions, licenses, and permits are located in multiple offices and/or locations. Consequently, citizens must often make multiple trips and/or experience extended waiting periods to resolve complaints or service requests and/or to conduct and complete their business with the municipality.

Additionally, citizens often have little or no understanding of why associated fees are collected, how the fee amounts are established, and how the money collected is actually spent or used. In fact, many citizens believe such fees are pocketed by municipal officials and never make it to the municipality's bank account.

II. Solution statement:

On April 16, 2013, the Sheberghan Mayor signed a MOU with RAMP UP-North for the construction of a Citizen Service Center (CSC) to address the above-described problems (copy of MOU attached). Globally, Citizen Service Centers (CSCs) are one of the tools used by municipal governments to improve service delivery, enhance customer service, reduce waiting times, improve responsiveness to service requests and various types of petitions and complaints, increase transparency and reduce opportunities for corruption, and provide more effective community education and outreach.

CSCs (often referred to as one stop shops) originated with the idea that citizens and businesses would only have to be in contact with one office of a municipality in a streamlined and coordinated process to obtain all the necessary paperwork and approvals for those licenses and permits most commonly issued by the municipality, as well as to pay property-related taxes such as the Safayi tax.

The proposed construction of the CSC in Sheberghan includes the following activities at an estimated cost of \$ 28,246.5 USD:

- Finish-out of the structure for a two-cabin latrine, one each for women and men (see attached BoQ for detailed activities).
- Finish-out of the structure for the Citizen Service Center (CSC) office facility (see attached BoQ for detailed activities).
- Provision of office equipment.

Sheberghan Municipality will contribute the following items to the project:

- Construction of the structure to be finished-out as the CSC office facility (see attached BoQ for detailed activities).
- Construction of the structure to be finished-out as the two-cabin latrine (see attached BoQ for detailed activities).

The above items have an estimated value of \$ 12,095.00 USD, which is not included in the estimated project cost of [REDACTED]. These items will be completed by the municipality under a separate contract.

III. Beneficiaries

The direct beneficiaries are the entire urban population of Sheberghan Municipality, including 74,800 people (37,900 men and 36,900 women).

IV. Objectives

- Improved business environment by reducing the time required to obtain business and construction-related licenses and permits and making it easier to start or expand a business.
- Improved customer service and citizen satisfaction with municipal service delivery.
- Improved municipal capacity to deliver quality services on a sustainable basis.
- Improved transparency and reduced opportunities for corruption by reducing the number of required approvals and making it more difficult to resolve issues behind closed doors.
- Increased citizen confidence and trust in the legitimacy of the municipal government.

V. Rough estimate of cost: [REDACTED]

VI. Contracting methodology: Sub-contract

APPENDIX C – BILL OF QUANTITY (BOQ)

Bill of Quantity for construction of Sheberghan Municipality CSC

Project Name: Sheberghan Municipality CSC

									Date:	Thursday, September 05, 2013	
No.	Description	No.	Length (M)	Width (M)	Depth (M)	Volume (CM)	Area (SM)	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
A	Construction/ Site preparation for foundation of Conex with all the required activities.										
1.0	Demolish of existing brick drainage.	1	1.00	1.00	1.00	1.00		1.00	LS	AFA -	AFA -
2.0	Excavation of foundations with all related activities according to the drawing and technical specifications.							13.66	CM	AFA -	AFA -
2.01	for Stonemasonry foundation Long side	3	11.20	0.60	0.55	11.09					
2.02	for Stonemasonry foundation short side	2	3.90	0.60	0.55	2.57					
3.0	River gravel under the PCC of footing and foundation, floor, stairs and ramp including compaction and all required activities based on the drawing and specifications.							6.36	CM	AFA -	AFA -
3.01	Under the PCC for Stonemasonry foundation Long side	3	11.20	0.60	0.05	1.01					
3.02	Under the PCC for Stonemasonry foundation short side	2	3.90	0.60	0.05	0.23					
3.03	Under PCC of Floor	2	11.50	1.93	0.05	2.22					
3.04	Under PCC of Stairs and ramp	2	3.00	1.00	0.05	0.30					
3.05	Under PCC of sidewalks	1	40.00	1.30	0.05	2.60					
4.0	Plain Cement Concrete (PCC) M150 under stone masonry foundation, floor, stairs and ramp with mix (1:- 2:4 cement, sand, crashed aggregate).							8.60	CM	AFA -	AFA -
4.01	Under the stonemasonry foundation Long side	3	11.20	0.60	0.10	2.02					
4.02	under the stonemasonry foundation short side	2	3.90	0.60	0.10	0.47					
4.03	PCC of Floor	2	11.50	1.93	0.05	2.22					
4.04	PCC of Stair	2	3.00	1.00	0.05	0.30					
4.05	Side walk arround of CSC	1	40.00	1.20	0.08	3.60					

Bill of Quantity for construction of Sheberghan Municipality CSC

Project Name: Sheberghan Municipality CSC

									Date:	Thursday, September 05, 2013	
No.	Description	No.	Length (M)	Width (M)	Depth (M)	Volume (CM)	Area (SM)	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
5.0	Stone masonry work for foundation with mortar mix 1:4 with all the required activities (Rounds stones are not allowed).										
5.01	Stone masonry foundation of Long side	3	11.20	0.60	0.40	8.06		18.85	CM	AFA -	AFA -
5.02	Stone masonry foundation of short side	2	3.90	0.60	0.40	1.87					
5.03	Stone masonry for top of foundation of long side	3	11.20	0.50	0.30	5.04					
5.04	Stone masonry for top of foundation of Short side	2	3.90	0.50	0.30	1.17					
5.05	Stone masonry for ramp and stairs	2	3.00	1.00	0.45	2.70					
6.0	Reinforced Cement Concrete M:200 for ring beam with shuttering and steel bars, cement, clean coarse sand and crushed gravel ≤32mm mixing the aggregate, placing and formwork, curing at least for 14-18 days and cold climate 28 days Reinforced Cement Concrete according to drawings with all required activities							4.44	CM	AFA -	AFA -
6.01	Ring beam of Long side	3	11.50	0.35	0.30	3.62					
6.02	Ring beam of short side	2	3.90	0.35	0.30	0.82					
7.0	Bricks masonry for construction of stairs with 1:4 ratio of cement mortar according drawing and technical specification, with all required activities.							2.40	CM	AFA -	AFA -
7.01	Stairs	2	3.00	1.00	0.40	2.40					

Project Name: Sheberghan Municipality CSC

Total cost in USD